



**CITY OF SAN DIEGO
EMPLOYMENT OPPORTUNITY
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**#T2875 BUSINESS SYSTEMS ANALYST I
MONTHLY SALARY: \$4520 to \$5463**

**#T2876 BUSINESS SYSTEMS ANALYST II
MONTHLY SALARY: \$4973 to \$6009**

**#T2877 BUSINESS SYSTEMS ANALYST III
MONTHLY SALARY: \$5470 to \$6611**

APPLICATION FILING PERIOD: FIRST DATE: November 27, 2009

LAST DATE: Open

Applications received later than 5:00 p.m. on the last date to apply will be rejected. Please apply promptly since vacancies may be filled as soon as a sufficient number of applicants have been processed. Persons may apply only once during this application filing period. Future application filing periods may be announced.

THE POSITIONS:

Business Systems Analysts are responsible for analyzing business needs and problems and formulating technology solutions that enable the business to meet its operational goals; support the configuring, testing, and implementing of new and/or modified system features; and performing technical and analytical duties in a functional area relating to the operation, maintenance, troubleshooting, and enhancement of the City's SAP/ERP system. BUSINESS SYSTEMS ANALYSTS I typically perform the least complex technical and analytical duties with instruction and assistance from higher level classifications in the series. BUSINESS SYSTEMS ANALYST II is the journey-level classification. Employees in this classification perform the full range of duties assigned with little or no instruction or assistance and may also supervise technical and support personnel. BUSINESS SYSTEMS ANALYSTS III perform the most complex and difficult tasks in support of the City's SAP Business Suite of software applications. Employees in this classification may supervise the activities of professional and sub-professional business analyst personnel; may represent the department as a member of a committee; and act as lead over multiple integrated and complex projects.

REQUIREMENTS: For each position, you must meet the following requirements on the date you apply, unless otherwise indicated. **Proof of education (copy of diploma or transcripts) must be submitted to the Personnel Department.**

Business Systems Analyst I

A Bachelor's degree or equivalent education and one year of recent (within the last 5 years) full-time experience analyzing business needs and problems, defining solutions, and working on software development/implementation projects to meet operational goals OR professional experience providing technical and operations support of an automated system. Qualifying experience must include working with an enterprise software application (e.g., SAP, Oracle, MS Dynamics, SSA Global), troubleshooting and problem resolution, and providing technical assistance to others. (Note: Experience with SAP is highly desirable)

Business Systems Analyst II

A Bachelor's degree or equivalent education and two years of recent (within the last 5 years) full-time experience analyzing business needs and problems, defining solutions, and working on software development/implementation projects to meet operational goals OR professional experience providing technical and operations support of an automated system. Qualifying experience must include a minimum of one year working with one of the core software applications in the SAP Business Suite (i.e., ERP, CRM, SRM, PLM) including design, configuration and implementation of SAP functional modules, components, and sub-components; troubleshooting and problem resolution; and providing technical assistance to others.

Business Systems Analyst III

A Bachelor's degree or equivalent education and four years of recent (within the last 8 years) full-time experience analyzing business needs and problems, defining solutions, and working on software development/implementation projects to meet operational goals OR professional experience providing technical and operations support of an automated system. Qualifying experience must include a minimum of two years City of San Diego SAP support/implementation experience or three years working with one of the core software applications in the SAP Business Suite (i.e., ERP, CRM, SRM, PLM) including design, configuration and implementation of SAP functional modules, components, and sub-components; project management; troubleshooting and problem resolution; and providing technical assistance to others.

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LICENSE: A valid California Class C Driver's License may be required at the time of hire.

HOW TO APPLY: You must complete a **STANDARD EMPLOYMENT APPLICATION** for the position(s) by responding to all questions and submitting the completed application to the City of San Diego Personnel Department. You may complete/submit a hard copy (paper) application or an online application via the internet. Please read the following instructions for each method of submission.

HARD COPY (Paper Submission)

1. You must also submit a completed DATA ENTRY FORM.
2. To show proof of any required degrees, certificates, licenses, etc. you must attach a copy of the documents to your application.

ONLINE (Internet Submission)

1. Do **NOT** complete/submit a Data Entry Form. The information will be automatically added to your file.
2. To show proof of any required degrees, certificates, licenses, etc. you must submit a copy of the documents in person **or** FAX/MAIL them to the Personnel Department with the cover sheet provided during your online session. Follow the instructions on the cover sheet.

THE SCREENING PROCESS will consist of a comprehensive evaluation of the **Standard Employment Application** for applicable education, experience, and/or training. Only those applicants that clearly demonstrate meeting the requirements specified above will be placed on the eligible list. Approved applications will be made available to the hiring department(s) for review.

ELIGIBLE LIST: Separate eligible lists will be established for **Business Systems Analyst I, Business Systems Analyst II, and Business Systems Analyst III**. Candidates who are successful in the screening process described above will be placed on the respective **one category** eligible list which will be used to fill position vacancies during the next **one year**. For each vacancy, only those candidates with the most appropriate qualifications from the corresponding list will be contacted by the hiring department for an interview.

PRE-EMPLOYMENT REQUIREMENTS: Any employment offer is **conditional** pending the results of all pre-employment screening processes required for the job, which may include but are not limited to the following: confirmation of citizenship/legal right to work in the United States; completion of a pre-employment medical review/exam (which may include drug/alcohol testing); reference checks; and a fingerprint check. The fingerprints will be submitted to the California Department of Justice for a conviction record report. All of these processes must be successfully completed before employment begins. **Note:** Misrepresentation, falsification, or omission of pertinent facts in any step of the screening/selection process may be cause for disqualification or termination of employment.

SUPPLEMENTAL QUESTIONS: In Section 4 of the Standard Employment Application, you **MUST** respond to all of the following questions or your application will be rejected. Provide sufficient details as this information will be used to evaluate your qualifications related to this job. Describe your **education, training, and/or experience** related to each question; indicate where the education, training, and/or experience was obtained (e.g. specify the employer, educational coursework, and training classes); and provide comprehensive information regarding what duties you have performed.

1. Specify the exam number and title of the positions listed below for which you are applying. Your application will only be evaluated for the position(s) you specify. It is not necessary to submit separate applications for each position.
 - a. #T2875 – Business Systems Analyst I
 - b. #T2876 – Business Systems Analyst II
 - c. #T2877 – Business Systems Analyst III
2. List the qualifying enterprise software applications that you have worked with as part of a development/implementation team or as part of an on-going support organization. Specify the length of time in each role (development/implementation or support) for each application listed. List the major version number or version numbers for each SAP application that you have supported.
3. List your job title(s) for each qualifying enterprise software application listed in question 2. For each job title, specify your employer, the length of time in that role, and your duties with regard to analysis, design, configuration (customizing), testing, training, and on-going support.

4. For each SAP software application listed above, indicate the components, modules, or sub-modules (e.g., FI-AR, MM-PUR, PS, PSM-FM, BA-PY, PA-BN) that you are qualified to support. For each item that you identify, describe your experience that qualifies you to support that item: include implementation and support experience, IMG customizing experience, formal and informal SAP training, and any relevant SAP certifications.
5. List any relevant public sector experience related to an enterprise software application, including SAP.
6. Describe your experience analyzing business needs and problems, and formulating technology solutions to meet operational goals. Specify the type of business and solutions developed, your specific duties (e.g., writing design specifications, defining scope and business requirements, developing project plans, project management), and describe the enterprise impact of your implemented solution. Specify from which employer this experience was gained.
7. Describe your experience providing technical and operations support for an enterprise software application (including troubleshooting and problem resolution). Specify the support model utilized (centralized or decentralized) and any challenges your organization experienced. Highlight any work performed in a support organization following SAP's CCC or COE models. Specify from which employer this experience was gained.
8. Describe your project management experience. For each example listed, specify the scope and budget of the project, and from which employer this experience was gained.
9. Describe your experience supervising professional or sub-professional technical staff. Include your title, the number and titles of those you supervised, and the extent of your supervisory duties (lead, trained, assigned work, evaluated performance, etc.).
10. Describe your experience developing and administering an annual IT budget. Include your title, level of responsibility, scope of budget (i.e., division or department), size of budget, and from which employer this experience was gained.

*JEK/September 4, 2009/ *Rev. 5 (04-06-10)/Classes: 1023; 1022; 1021

APPLICANT INFORMATION

APPLICATION INFORMATION

Application materials must be received at the Employment Information Center NO LATER THAN 5:00 P.M. ON THE FINAL FILING DATE. Postmarks as proof of meeting the final filing date are not accepted. If you are returning your application via the U.S. Postal Service, you should use "Certified Mail-Return Receipt Requested" to provide verification of timely delivery. Do not send applications via interoffice mail.

1. Starting salaries will be determined by the hiring department.
2. The hiring department with a vacancy will contact and interview eligible candidates as needed. All candidates may not be contacted. The final selection and offer of employment is made by the hiring department, not the Personnel Department.
3. Unless otherwise stated, relevant experience may be substituted for education.
4. Eligible lists may be used on a periodic basis. As such, lists may not be used for several months. Eligible lists may be extended by the Civil Service Commission.
5. Examination requirements and processes may be revised.
6. Experience, education, and all other information provided by an applicant orally or in writing are subject to verification.

FALSIFICATION: Any misrepresentations or false statements during or after the employment process may be cause for disqualification or dismissal from employment.

GENERAL REQUIREMENTS

Requirements must be met at time of application unless otherwise stated.

The minimum age for most full-time employment is 18, unless you are 17 and a high school graduate. You must have the legal right to work in the U.S. or have U.S. citizenship. Persons hired must present acceptable proof of identity and the legal right to work in the United States and the authenticity of the documents must be verified before starting work. After hire, you will be required to sign a loyalty oath and may be required to live in San Diego County.

A CITY MEDICAL EXAMINATION including drug screening and documentation of medical history may be conducted following a conditional offer of employment or promotion. Medical condition must enable the applicant to perform the essential duties of the position.

The City of San Diego is committed to a drug and alcohol free workplace.

THE CITY OF SAN DIEGO SUPPORTS WORKPLACE DIVERSITY and does not discriminate on the basis of race, sex, age, ancestry, national origin, political/religious affiliation, sexual orientation, AIDS or HIV status, cancer, or non-job related physical/mental disability. The City is committed to making its jobs, programs, and services accessible to all persons and complies with all ADA non-discrimination requirements in its employment practices.

A CONVICTION RECORD FORM must be submitted before hire. On it you must list all criminal convictions you have had. A criminal record is not necessarily a basis for disqualification from City employment. Each applicant's conviction record will be evaluated on a case by case basis considering the type and seriousness of the crime, how much time has elapsed, and the nature of the job.

EMPLOYEE BENEFITS

City Employees may be eligible to participate in a benefit program including holidays, vacations, savings and retirement plans, health programs, and other benefits.

Benefits may change due to employer-employee contract negotiations.

REQUIREMENTS FOR PROMOTIONAL EXAMINATIONS

1. Current City employment, or currently on a Re-employment List or Leave of Absence.
2. Six months of continuous City employment in the Classified Service immediately prior to the application closing date or, if no closing date is specified, by date of application filing (exceptions: Persons recently hired from Re-employment Lists, and employees in the Unclassified Service if the employee has six months in the Classified Service with no break in service, prior to becoming an Unclassified employee).
3. Most recent performance evaluation in your current City classification must be other than "Unsatisfactory".

The provisions of this bulletin do not constitute an expressed or implied contract.

DIVERSITY BRINGS US ALL TOGETHER